# Customer Relationship Manager

Reports to Head Customer Engagement

Band Band 5, Health Purchasing Victoria Enterprise Agreement 2018

## Position Summary

The Customer Relationship Manager as part of the Customer Engagement team will:

* Be the single contact point or “touchpoint” for assigned health services for all queries and requests for information and assistance.
* Implement HPV’s customer relationship management strategies to strengthen relationships with health services to gain an understanding of how HPV can better assist in delivering their requirements.
* Assist health services with such activities as implementing HPV’s collective agreements to ensure benefits are realised, to assist with transition to contracts, to drive compliance and support other related activities including but not limited to data collection and exemption applications.
* Develop and strengthen relationships cross functionally within HPV to ensure there are strong lines of communication and information sharing to ensure all stakeholders (internally and externally) are informed of key information and updates.
* Act as the conduit of information between health services and HPV and that health service information is shared across all divisions within HPV.

## Specific Duties and Responsibilities

### Customer Engagement

* Deliver excellent customer service to health services by:
  + Becoming the single contact point “touchpoint” for assigned health services for all queries and requests for information and assistance relating to HPVs activities.
  + Developing and strengthening relationships with health services to gain an understanding of how HPV can better meet their needs.
  + Meeting with health services to understand their requirements and any current issues that HPV can assist with.
  + Developing action plans/strategies for health services to deliver their requirements.
  + Strengthening relationships with senior health service members and outside of Procurement including clinical engagement to maximise knowledge of HPV and our services within the health services.
  + Providing information, and contributing to the development of a strategy, to improve services and report to health services.
  + Working with health services to increase the understanding of the HPV benefits reporting model and assist them in validating benefits.
  + Working with health services to ensure compliance to HPV contracts to maximise the benefits realised.
  + Working with the HPV’s health service helpdesk team to register, resolve, follow up and respond to health services queries in line with HPVs customer service standards.
  + Identify, record and escalate issues at health services via Engage to ensure they are addressed and assistance provided where possible.
  + Supporting communication of HPV activities and initiatives to health services in line with HPVs communication strategy.
  + Monitoring response times and escalate queries that exceed the customer services standards to ensure they are prioritised and addressed for closure.
  + Seeking out and supporting improvement initiatives implemented within health services to share within HPV and with other health services who may also benefit from their implementation e.g. collaborative activities.

### Develop Strong Internal Working Relationships

* Develop relationships with Procurement and all divisions within HPV to ensure accurate and up to date information is being shared cross functionally.
* Ensure regular communication, engagement and meetings are occurring with other divisions to ensure all relevant and current information is being received.
* Work with HPV’s health service helpdesk team to ensure that customer enquiries are received and actioned on a timely basis with information being provided to health services.
* Attend Procurement meetings to strengthen relationships and to be aware of all updates, upcoming events and current issues.
* Implement and attend regular meetings with Procurement team (e.g. Category Managers) when a contract is finalised, extended, options taken up etc. to contract to ensure all relevant information provided.
* Implement and attend meetings with internal divisions within HPV as required to ensure all information is being provided to update health services.

### Support HPV activities at health services

* Support planning and strategy development for HPVs procurement activities by:
  + Identifying any opportunities for collective procurement by health services and share with HPV.
  + Engaging with health services to ensure appropriate health services representation through nominations for advisory groups including RGs, ERGs and CMGs.
  + Assist with data collection from the health services to provide to HPV for upcoming contracts.
  + Provide any relevant information gained from health services to HPV for upcoming contracts to assist with timing of contract, transition periods etc. to drive effective contracts and improved implementation.
* Support implementation of HPV’s Collective Agreements in health services:
  + Work with HPV Category Managers and health services stakeholders to assist with the implementation of contracts.
  + Assist health services with supplier on-boarding from new HPV contracts.
  + Support health services with transition to collective agreements through initial contract implementation meetings. Encourage and assist with compliance, ensuring health services are informed of the contract exemption process and assisting with applications where required.
  + Work with health services to increase the understanding of HPV benefits reporting and assist in validating reported benefits.
  + Ensure health services are aware of contract extensions and are set up correctly for contract update information through the website.
  + Ensure any information gained from health services relating to procurement information is shared with the Procurement team e.g. supplier issues, transition difficulties, product/supplier feedback etc.
  + Seek feedback from health services regarding contracts and supplier performance to be used as part of supplier management meetings.
* Support other HPV projects and initiatives within health services
  + Convey information to health services of the Common Catalogue project progress and provide the Data & Systems team with all relevant health service information to assist with delivery of the project.
  + Work with health services to assist with the rollout of Recall Health and Bravo.
  + Be across improvement initiatives implemented within health services and share information within HPV and with other health services who may benefit from also implementing initiatives e.g. logistics consolidations etc.
  + Become a member of relevant Project Steering Committees to provide advice in relation to projects within health services.

### Policy implementation and compliance support

* Support Chief Procurement Officer (CPO) / Supply Director’s committees to:
  + Develop meetings as a forum for discussing and obtaining feedback on HPV’s sourcing program and other HPV projects and initiatives.
  + Be across all current issues in the metros and/or regions and providing updates back to relevant divisions in HPV.
  + Facilitate discussions between metro and regions (where required).
* Assist health services with the implementation of Health Purchasing Policies to encourage compliance.
  + Assist health services with development of strategic procurement plans and annual procurement plans.
  + Promoting the awareness and use of HPV policies, guidelines, templates, checklists, best practice examples and other HPV resources.
  + Provide support and further information to health services regarding HPV’s probity and other training initiatives.
  + Provide guidance to health services regarding contracts, probity and policy compliance.
  + Assist health services with any queries relating to completion of compliance audits and responding to queries or findings arising from compliance audits.
  + Assist health services with year-end reporting requirements such as the completion of the annual self-assessment.

### Conduit of information

* Be the conduit of information between HPV and the health services, and health services within the region.
  + Ensure all relevant information gained from health services is shared with the relevant divisions in HPV
  + Ensure all relevant information and updates from HPV are communicated to the health services.
  + Strengthen relationships within HPV to ensure all current issues within HPV are known and understood for sharing of information with health services.
  + Develop and strengthen relationships within health services to maximise the knowledge of HPV and our services within the health services at all levels.

### General Activities

* Contribute to the continuous improvement of HPV operations both formally through participation in work groups and projects, and informally through discussion and idea-sharing.
* Undertake research and prepare briefings and submissions as required.
* Ensure that activities related to the role comply with all relevant internal policies, procedures, processes, and legislation including ethical standards.

### Management

* Contribute to the Customer Engagement division and broader HPV team through participation in formal meetings and other activities as required
* Perform senior management responsibilities as agreed with the Head Customer Engagement
* Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
* Support and develop open and transparent lines of communication with Executive Leadership Team (ELT) and Senior Leadership Team (SLT) members including participating in individual and divisional meetings, and by email and other regular interpersonal communication.
* Identify relevant opportunities and make recommendations for HPV to improve its processes, workplace health and safety, and quality and service delivery outcomes
* Assist to recruit, interview, select, and hire new employees where relevant and support new employee on-boarding, induction and development planning as required
* Deputise for the Head Customer Engagement if and when called upon to do so
* Undertake other tasks or responsibilities as agreed with the Head Customer Engagement or Director Customer Engagement from time to time

### Leadership

* Support development of a vision for the Customer Engagement division in line with the HPV Corporate Strategy which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to delivers robust operational support and advice.
* Foster a workplace culture that is consistent with HPV’s organisational culture emphasising organisational values.
* Maintain strong lines of communication, both formal and informal, with SLT, ELT and key HPV stakeholders to ensure the smooth operation of the organisation.
* Support organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Corporate Strategy.

### HPV Values and Cross Functional Collaboration

* Establish and maintain strong working relationships with key individuals and groups across HPV’s stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV’s values.
* Represent HPV in appropriate forums to strengthen relationships and improve mutual understanding.
* Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
* Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
* Uphold HPV values:
  + We are customer-focused; we focus on customer and patient outcomes
  + We keep it simple; we strive for efficient and effective ways to achieve our goals
  + We are collaborative; we work as a team toward common goals
  + We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
  + We inspire confidence; we do the right thing. We are open, honest and trustworthy

### Data Security

* Comply with HPV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Customer Relationship Manager may be required to undertake other duties from time to time.

## Qualifications and Experience Required

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| Academic | * Relevant tertiary qualifications, preferably encompassing procurement, supply chain or general business administration. |
| Experience | * Excellent interpersonal skills, including an ability to influence others with diplomacy, tact and discretion. Ability to speak to senior stakeholders with confidence. * Experience in procurement, supply chain or related field preferred, with experience in a health context desirable. * Knowledge and experience in a commercial environment e.g. account management/customer service desirable. * Strong analytical and problem solving skills. * Project management skills and experience. * Excellent written, oral communication and presentation skills (including presentations to large groups). * Experience in creating high quality management reports targeted to meet the recipient’s needs including Executive or Board submissions. * Advanced skills (or the ability to acquire) in utilisation of the Microsoft Office Suite in particular Excel, Word and PowerPoint. |
| Personal | * Ability to engage with and influence stakeholders with confidence. * Self-directed and able to work independently. * Ability to identify issues, develop solutions, initiate action and provide authoritative advice. * Motivated and reliable. * Ability to meet tight deadlines and work flexible hours to meet business requirements. * Available for regional location, and for overnight travel to Melbourne or regional areas up to several days at a time. * Must be holder of a full Victorian driver’s license. |